

Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	4/30/2011
2.	Notice to Headquarters of suspension	6/6/2011
3.	Notice (if appropriate) to customers/district personnel of suspension	6/6/2011
4.	Highway map with community highlighted	6/6/2011
5.	Eviction notice (if appropriate)	6/6/2011
6.	Building inspection report and original photos of building deficiencies (if appropriate)	6/6/2011
7.	Post Office and community photos	6/6/2011
8.	Form 150, <i>Postmaster Workload Information</i>	6/3/2011
9.	Worksheet for calculating work service credit	6/6/2011
10.	Survey instruction letter and Window transaction record	5/16/2011
11.	Record of incoming mail	5/16/2011
12.	Record of dispatched mail	5/16/2011
13.	Administrative postmaster/OIC comments	5/2/2011
14.	Inspection Service/local law enforcement vandalism reports	6/7/2011
15.	Post Office fact sheet	6/6/2011
16.	Community fact sheet	6/6/2011
17.	Alternate service options/cost analysis	6/6/2011
18.	Form 4920, <i>Post Office Closing or Consolidation Proposal—Fact Sheet</i> (with past three fiscal years of total revenue and revenue units)	6/6/2011
19.	Analysis of investigative findings/recommendations	7/15/2011
20.	Questionnaire instruction letter to postmaster/OIC	5/24/2011
21.	Cover letter, questionnaire, and enclosures	5/24/2011

Item No.	Description	Date Entered into Record
22.	Returned customer questionnaires and Postal Service response letters	7/19/2011
23.	Analysis of questionnaires	7/19/2011
24.	Community meeting roster	7/19/2011
25.	Community meeting analysis	7/19/2011
26.	Memo: Community meeting letter (if community meeting held prior to questionnaire)	7/19/2011
27.	Petition and Postal Service response letter (if appropriate)	7/19/2011
28.	Congressional inquiries and Postal Service response letter	7/19/2011
29.	Proposal checklist	7/19/2011
30.	District notification to Government Affairs	7/19/2011
31.	Instructions to postmaster/OIC to post proposal	7/19/2011
32.	Invitation for comments exhibit	7/19/2011
33.	Proposal exhibit	7/19/2011
34.	Comment form exhibit	7/19/2011
35.	Instructions for postmaster/OIC to remove proposal	10/4/2011
36.	Round-date stamped proposals and invitations for comments from affected offices	10/4/2011
37.	Notification of taking proposal and comments under internal consideration	10/4/2011
38.	Customer comments and Postal Service response letters	10/4/2011
39.	Premature Postal Rate Commission appeal and Postal Service response letter (if appropriate)	NA
40.	Analysis of comments	10/4/2011
41.	Revised proposal (if appropriate)	10/4/2011
42.	Updated Form 4920 (if appropriate)	10/4/2011



Item No.	Description	Date Entered into Record
43.	Certification of record	10/12/2011
44.	Log of Post Office discontinuance actions	11/1/2011
45.	Transmittal to Vice President, delivery and retail, from district manager, customer service and sales	10/12/2011
46.	Headquarters' acknowledgment of receipt of record	10/12/2011
47.	Final determination transmittal	10/24/2011
48.	Instruction letter to postmaster/OIC on posting	11/1/2011
49.	Round-date stamped final determination cover sheets	
50.	<i>Postal Bulletin</i> Post Office Change Announcement form	
51.	<u>Vice president, Delivery and Retail, instruction letter</u>	10/24/2011
52.	Final Appeal letter (if appropriate)/No appeal letter	
53.	Public notice postings on appeal (if appropriate)	
54.	Postal Rate Commission opinion on appeal affirming final determination (if appropriate)	
55.	Vice President, delivery and retail, instruction letter	
56.	Letter to customers	
57.	Notification to local Address Management Systems (AMS) to update AMS database	
58.	Announcement in <i>Postal Bulletin</i>	



04/30/2011

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 1A-04 congressional district.

Post Office Name:	PLOVER
Zip+4 Code:	50573-5000
EAS Level:	53
Finance Number:	187290
County:	Pocahontas
Proposed Admin Office:	POCAHONTAS
ADMIN Miles Away:	13.0
Near Office Name:	HAVELOCK
Near Miles Away:	7.1
Number of Customers:	
Post Office Box:	34
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	34
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster was promoted on 03/29/1997.

Study for discontinuance based on declining volume, declining workload, revenue and the ability of the Postal Service to provide effective and regular service by an alternate means.

JANAN O'BRIEN
Manager, Post Office Operations

Approval to Study for Discontinuance:

DISTRICT MANAGER
HAWKEYE PFC

04/30/2011

DATE



DocId: 1377842

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: PLOVER State: IA Zip Code: 50573
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-04 County: Pocahontas
EAS Grade: 55 Finance Number: 187290
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 06/06/2011
Fax No: (319) 399-5502



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: PLOVER State: IA Zip Code: 50573
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-04 County: Pocahontas
EAS Grade: 55 Finance Number: 187260
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 398-2902

Date: 06/06/2011
Fax No: (319) 398-5502



Post Office™ Locations

PRINT | BACK

Post Office™ Locations near 50573



- 1 **Post Office™**
Location - PLOVER
208 MAIN ST
PLOVER, IA 50573-
5000
(800) ASK-USPS
(800) 275-8777
(712) 857-3936

0.5 mi

Business Hours
Mon-Fri
7:30am-12:00pm
2:15pm-4:30pm
Sat
7:30am-9:45am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please
check link for business hours.

- 2 **Post Office™**
Location - HAVELOCK
944 MAIN ST
HAVELOCK, IA 50546-
7629
(800) ASK-USPS
(800) 275-8777
(712) 776-2680

5.3 mi

Business Hours
Mon-Fri
7:30am-11:30am
1:00pm-5:00pm
Sat
7:45am-9:45am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please
check link for business hours.

- 3 **Post Office™**
Location - ROLFE
208 GARFIELD ST
ROLFE, IA 50581-
1168
(800) ASK-USPS
(800) 275-8777
(712) 848-3550

7.2 mi

Business Hours
Mon-Wed
8:00am-11:30am
1:00pm-4:15pm
Thu
7:00am-11:30am
1:00pm-4:15pm
Fri
8:00am-11:30am
1:00pm-4:15pm
Sat
8:00am-9:00am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please
check link for business hours.

- 4 **Post Office™** **Business Hours** **Services**



Eviction Notice

A. Office

Name: PLOVER State: IA Zip Code: 50573
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-04 County: Pocahontas
EAS Grade: 55 Finance Number: 187290
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

There was no eviction notice for this office.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 06/06/2011
Fax No: (319) 399-5502



Building Inspection Report

A. Office

Name: PLOVER State: IA Zip Code: 50573
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-04 County: Pocahontas
EAS Grade: 55 Finance Number: 187290
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPD: ☐

• There was no building inspection report nor photos for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 06/06/2011
Fax No: (319) 399-5502

PLOVER COMMUNITY AND POST OFFICE PHOTOGRAPH

COCKET NO (377842-857)
PHOTO NO 7
PAGE 1



Front of Post Office



Looking North from front of Post Office



Back of Post Office



Looking South from front of Post Office



NW side of town looking West



NW side of town looking East

PLOVER COMMUNITY AND POST OFFICE PHOTOGRAPHS

LOCKET NO.

1377847-0573

PAGE

2



NW side of town looking South



Plover United Methodist Church



SE side of town looking S



SE side of town looking N



NE Side of town looking N



NE side of town looking S

PLOVER COMMUNITY AND POST OFFICE PHOTOGRAPHS

DOCKET NO. 1377842-50577
ITEMS 7
PAGE 3



NE side of town looking E



NE side of town looking W



Grainery



NW Telephone COOP

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code PLOVER, IA 50573		Postmaster's Signature D7M6P0	Date 06/02/2011
District Office, State & Zip Code HAWKEYE PFC, IOWA 52405		District Manager's Signature Gail Dube	Date 06/03/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		52
2.	Finance Number	(1-6)	187280
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	34
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility for Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-38)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" if yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(66)	N

PS Form 150, Postmaster Workload Information

Docket 1377842
 Page Nbr 2a

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	34	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
 - A contract station is a detached finance unit manned by non-postal employees.
 - A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 2 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a pulling, facing and canceling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: PLOVER
Office Zip+4: 50573 -5000 District: HAWKEYE PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	0	X 1.0	=	0
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	34	X 1.0	=	34
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	0	X 1.0	=	0
Intermediate Rural Boxes Served (Item 7, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	0	X 0.3	=	0
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	0	X 1.0	=	0
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	0	X 0.3	=	0
Total Activity WSCs				34

Revenue WSCs

First	25 revenue units:	1.00	X	25 units	=	25.00
Next	275 revenue units:	0.50	X	23 units	=	11.50
Next	700 revenue units:	0.25	X	0 units	=	0.00
Next	5000 revenue units:	0.10	X	0 units	=	0.00
	Balance of revenue units:	0.01	X	0 units	=	0.00
Total revenue WSCs:						36.50

Activity WSCs 34 + Revenue WSCs = 36.50 Base WSCs 70.50 = EAS Grade C

Previous evaluation: EAS grade 55

Effective date of change in service hours: _____ (if appropriate)
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

KAREN LENANE

KAREN.S.LENANE@USPS.GOV

Printed Name

Signature

HAWKEYE PFC District Review Coordinator

06/06/2011

Title

Date



04/29/2011

OIC/POSTMASTER

SUBJECT: PLOVER Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to PLOVER customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the PLOVER Post Office for a 2-week period. The surveys should begin 04/30/2011 and end on 05/13/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 05/14/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact KAREN LENANE, Post Office Review Coordinator, at (319) 399-2902.

KAREN LENANE

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqsopps/po_dis/win/in_survey.cfm?fin=1377842

Survey of Incoming Mail - http://hqsopps/po_dis/invol/in_survey.cfm?fin=1377842

Survey of Dispatched Mail - http://hqsopps/po_dis/outvol/in_survey.cfm?fin=1377842

Survey of Incoming Mail

Survey of Incoming Mail
 (Record in Pieces)

Post Office Name and Zip+4

PLOVER 50573 - 5000

Dates Recorded

04/30/2011 through 05/13/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 04/30	47	30	30	0	1	1	0	0
Sun - 05/01	0	0	0	0	0	0	0	0
Mon - 05/02	64	0	11	6	1	0	0	0
Tue - 05/03	74	12	12	10	0	0	0	0
Wed - 05/04	43	8	13	50	0	0	0	0
Thu - 05/05	39	10	11	10	0	0	0	0
Fri - 05/06	37	33	14	8	1	0	0	0
Sat - 05/07	44	21	12	3	0	0	0	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	40	11	15	15	0	0	0	0
Tue - 05/10	22	42	8	4	2	0	0	0
Wed - 05/11	33	19	17	51	2	0	0	0
Thu - 05/12	33	22	17	1	1	0	0	0
Fri - 05/13	54	9	15	14	1	0	0	0
TOTALS	530	217	175	172	9	1	0	0
Daily Average	44.2	18.1	14.6	14.3	0.8	0.1	0.0	0.0

Signature of Person Making Count:

Printed Name:

Date:

05/16/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail
 (Record in Pieces)

Post Office Name and Zip+4

PLOVER 50573 - 5000

Dates Recorded

04/30/2011 through 05/13/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 04/30	8	0	9	0	0	0	0	0
Sun - 05/01	0	0	0	0	0	0	0	0
Mon - 05/02	38	0	1	0	3	0	0	0
Tue - 05/03	28	0	1	0	2	0	0	0
Wed - 05/04	14	0	0	0	1	0	0	0
Thu - 05/05	19	0	0	0	0	0	0	0
Fri - 05/06	21	0	1	0	0	0	0	0
Sat - 05/07	6	0	0	0	2	0	0	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	81	0	6	0	0	0	0	0
Tue - 05/10	8	0	0	0	3	0	0	0
Wed - 05/11	21	0	1	0	0	0	0	0
Thu - 05/12	19	0	2	0	0	1	0	0
Fri - 05/13	26	0	1	0	1	0	0	1
TOTALS	289	0	22	0	12	1	0	1
Daily Average	24.1	0.0	1.8	0.0	1.0	0.1	0.0	0.1

Signature of Person Making Count:

Printed Name:

Date:

05/16/11



05/02/2011

OIC/POSTMASTER

SUBJECT: PLOVER Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the PLOVER Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the PLOVER Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to KAREN LENANE by 05/16/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>34</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>34</u>

If you have any comments on alternate means of providing services to the PLOVER customers, please provide them below:

KAREN LENANE
Post Office Review Coordinator

Comments:

Wirtz Recycling, Winger Implement, Outlaw Computer parts, Powhatan II Publishing, Hope Methodist Church, Plover Library, Plover City Hall, Plover Fire Department, Bush Well Co., Pro Coop, Eberle Auctioneering, Jergens Racing, Studer Cycle Shop, Wasko Wagons, Gonnerman Construction and Christiansen Trucking are located in the community. Phone orders are taken weekly from Emmetsburg Food Pride. Phone orders are taken regularly from Pocahontas Manor Care Center.

cc: Official Record



06/03/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the PLOVER Post Office, 50573 - 5000, located in Pocahontas County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record



06/02/2011

Robert Lampe – Pocahontas County Sheriff
99 Court Square
Pocahontas, IA 50574

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the PLOVER Post Office, 50573 - 5000, located in Pocahontas County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: X

Comments/Findings:

No records of mail Theft
Robert P Lampe Sheriff
6-6-11

cc: Official Record

Post Office Survey Sheet

Post Office Name: PLOVER ZIP+4: 50573-5000
Congressional District: IA-04 Date: 06/06/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

NA- Management initiated

2. Is the facility accessible to persons with disabilities? ☐ Yes ☐ No

3. Lease terms? 30-day cancellation clause? _____

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

NA - Management initiated

5. List potential CPO sites.

NA - CPO not being sought

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

2 noncareer: 1 PMR/OIC and 1 PMR. Employees will be reassigned or terminated

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Locked pouch from rural emanating from the Pocahontas Post Office at 9:15 and 9:30 respectively.

How many Post Office boxes are installed? 92

How many Post Office boxes are used? 34

What are the window service hours? 9:00-11:30 M-F

9:00-11:00 S

What are the lobby hours? 9:00-11:30 M-F

9:00-11:00 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
none

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? none	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. City Hall less than one block away.	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? Yes - OIC takes mail to those who cannot make it to the Post Office. Rural carrier service will bring mail to all near their home and special accommodations will be made for those who are eligible.	
13.	Rural delivery/HCR delivery.	
a.	What is current evaluation?	K41
b.	Will this change result in the route being overburdened?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, what accommodations will be made to adjust the route?	
c.	How many boxes and miles will be added to the route?	34, box 0.00 Miles
d.	What would be the additional annual expense if the route is increased?	2988
e.	What is the one-time cost of CBU/parcel locker installation (if appropriate)?	1500
f.	At what time of the day does the carrier begin delivery to the community?	9:30
	Will this delivery time be affected if the office is discontinued? (Y or N)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, how?	0
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less	

Community Survey Sheet

Community Survey Sheet

Post Office Name	<u>PLOVER</u>	ZIP+4	<u>50573-5000</u>
Congressional District	<u>1A-04</u>	Date	<u>06/06/2011</u>

1. Incorporated? ☒ Yes ☐ No

Local government provided by:

Mayor and Council

Police protection provided by:

Pocahontas County Sheriff

Fire protection provided by:

Plover Fire Department

School location:

Pocahontas Area Community School

2. What population growth is expected? (Please document your source)

None - Facilities Planning Website and OIC

3. What residential, commercial, or business growth is expected? (Please document your source)

None - Facilities Planning Website and OIC

History. (Are there any special historical events related to the community?)

4. Are there any special community events to consider?

Is the Post Office facility a state or national historic landmark (see ASM 515.23)?

Check with the field real estate office when verification is needed.)

none

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

Retirees, Self employed, Commuters, and handicapped.

Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center).

6. Do employees of the office offer assistance to senior citizens and handicapped?

What provisions can be made for these services if the Post Office is discontinued?

yes - Individual with special needs have mail brought to the them by the PM when they cannot make it to the Post Office. Special accommodations will be made for those who are eligible. Bulletin board in lobby of Post Office is a meeting place, and a bus stop. Residents may continue to meet for the bus meet informally, socialize, and share information at the other businesses, residences, and church in the community.

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: PLOVER

Office Zip+4: 50573-5000

District: HAWKEYE PFC

- | | | | | |
|----|--|-------------|--------------------------------------|-------------|
| 1. | Enter the number of additional boxes to be added to the route | <u>0</u> | x 3.64 hours per year | <u>0.00</u> |
| 2. | Enter the number of additional miles to be added to the route | <u>0.00</u> | x 10.40 hours per year | <u>0.00</u> |
| | | | Total time added to the route | <u>0.00</u> |
| 3. | Enter the HCR hourly rate
(Contact Area Manager, Purchasing/Contracting Officer) | | | <u>0.00</u> |
| | Total additional compensation (HCR hourly rate x total time added to the route) | | | <u>0.00</u> |

Rural Route Cost Analysis Form

Docket: 1377842 - 50573

Item Nbr: 17

Page Nbr: 2

Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: PLOVER
Office Zip+4: 50573 -5000 District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the rural route 34

2. Enter the number of additional miles to be added to the route 0.00
Enter the volume factor 3.14

Total (additional boxes x volume factor) 106.76

3. Enter the number of additional boxes to be added to the rural route 34
Centralized boxes 34.00 x 1.00 Min 34.00
Regular L route boxes 0.00 x 1.82 Min 0.00
Regular Non-L route boxes 0.00 x 2.00 Min 0.00

Total additional box allowance 34.00

4. Enter the number of additional daily miles to be added to the rural route 0.00 x 12 Mileage Standard 0.00

Total additional minutes per week (miles carried to two decimal places) 140.76

5. Total additional annual minutes (additional minutes per week year) 140.76 x 52 Weeks 7,319.52

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour) 7,319.52 / 60 Minutes 121.99

7. Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated) 34.88

Total Annual Cost (additional annual hours x rural cost per hour) 4,255.08

8. Enter lock pouch allowance (if applicable) 1267.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 2,988.08

**A. Office**

Name: PLOVER State: IA Zip Code: 50573
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-04 County: Pocahontas
EAS Grade: 55 Finance Number: 187290
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 07/19/2011
Fax No: (319) 399-5502



05/24/11

OIC/POSTMASTER

SUBJECT: PLOVER Post Office

Enclosed are questionnaires addressed to customers of the PLOVER Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 06/08/2011 for further review.

Karen Lenane
Post Office Review Coordinator
Enclosures



05/24/2011

POSTAL CUSTOMER
PLOVER POST OFFICE
PLOVER, IA 50573

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Plover Post Office was promoted on 03/29/1997. The Office is being studied for possible closing or consolidation for the following reasons: Study for discontinuance based on declining volume, declining workload, revenue and the ability of the Postal Service to provide effective and regular service by an alternate means.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Pocahontas Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Pocahontas Post Office, located 10.0 miles away. Hours of service at this office are 8:00-16:30, Monday through Friday, and none on Saturday. Post Office box service is available at this location at the same fees.

In addition retail services are also available at the Havelock Post Office, located 5.2 miles away. Hours of service at this office are 7:30-11:30 13:00-17:00, Monday through Friday, and 7:45-9:45 on Saturday.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 06/08/2011 using the pre-addressed envelope provided or at the community meeting. Please be aware that, if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Hope United Methodist Church on Wednesday, June 08, 2011 from 6:30 pm to 7:30 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Karen Lenane at (319) 399-2902.

Thank you for your assistance.

Sincerely,

A handwritten signature in dark ink that reads "Janan M. O'Brien". The signature is fluid and cursive, with the first name "Janan" being the most prominent.

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate)



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name

Address

Telephone

Date

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

DOCKET NO.
ITEM NO.
PAGE

1377842-50573
21
4



POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

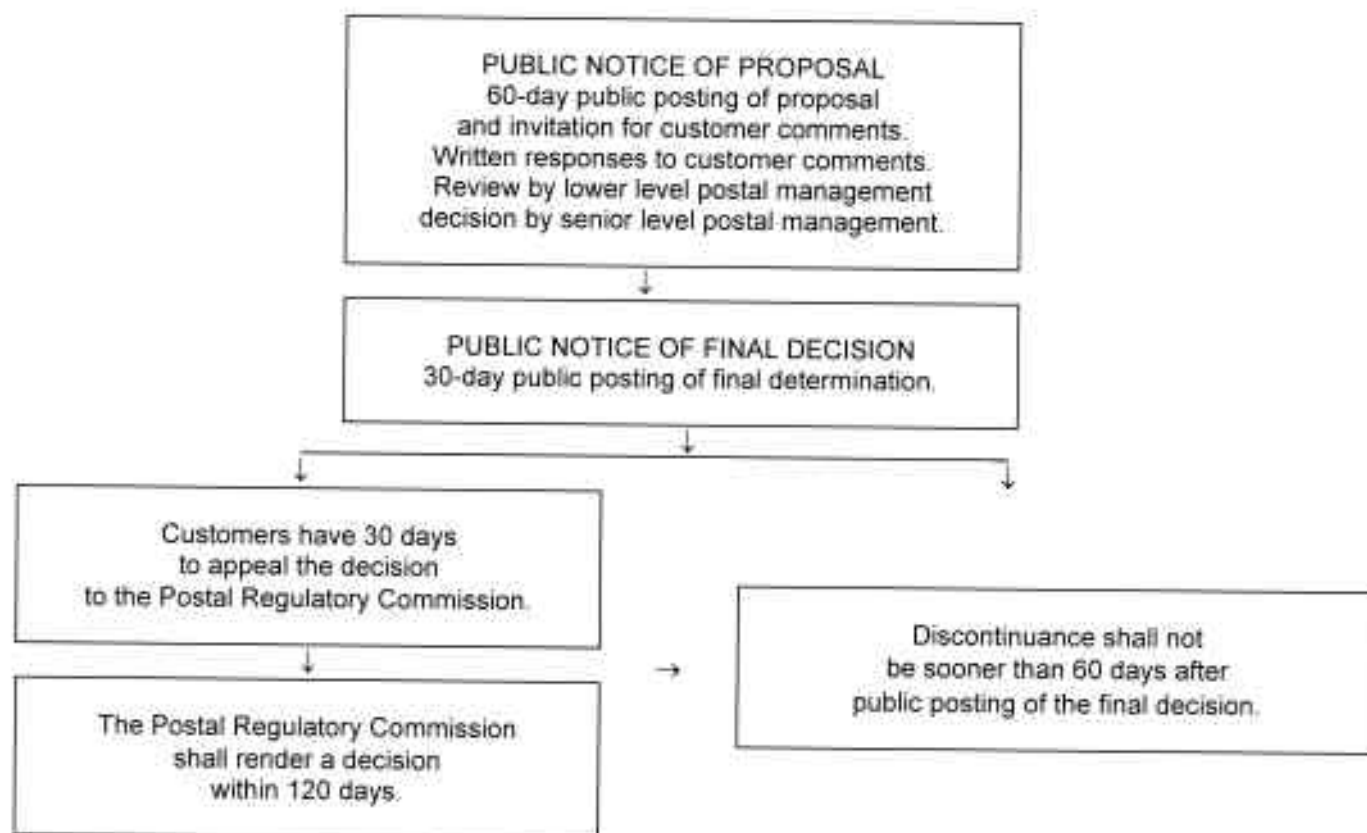


SUMMARY OF POST OFFICE CHANGE REGULATIONS

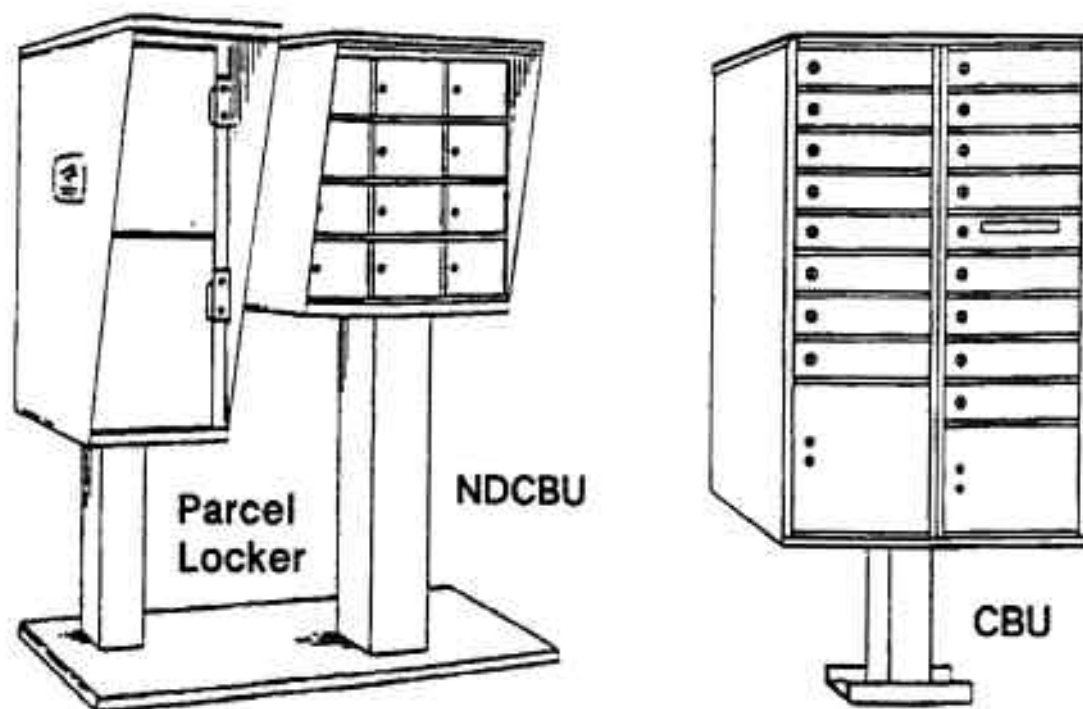
Certain regulations based on federal law apply when postal managers propose to replace a Post Office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory provisions appears in Title 39, *United States Code*, Section 404(b), while the implementing regulations appear in Title 39, *Code of Federal Regulations*, Part 241.3.

According to implementing regulations, an initial investigation and any subsequent formal proposal to discontinue a Post Office originate with postal field managers responsible for Post Offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected Post Offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected Post Offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no Post Office may be closed sooner than 60 days after the public posting of the final decision.



Cluster Box Units



Neighborhood Delivery and Collection Box Units (NDCBUs) and Cluster Box Units (CBUs) are secure, free-standing units of individually locked mail compartments that are provided, installed, and maintained by the Postal Service at no cost to customers. These units benefit customers in time and money because they eliminate the customer's cost to install new boxes, and any future replacement and maintenance. A significant benefit of the NDCBUs and CBUs is the security they provide against mail theft and mailbox vandalism. Another advantage is the convenience of depositing outgoing mail in the designated collection compartment in the CBU or NDCBU.

Each customer's unit is large enough to hold several days' accumulation of mail, thereby eliminating the need to have mail held at the Post Office during short periods away from home. For longer periods away from home, customers should continue to contact the Post Office and request their mail to be:

1. Held at the Post Office until they return, or
2. Delivered to a specified friend or neighbor, or
3. Forwarded to their temporary address.

Parcel lockers may be installed next to NDCBUs for receiving packages that do not require a signature. Each CBU includes at least one parcel locker.

Customers are provided keys to their individual mailbox compartments in CBUs and NDCBUs. Parcel locker keys are placed in a customer's mailbox compartment when a parcel is secured in a locker for that customer.



07/19/2011

KIRK HUBBELL
PO BOX 23
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

Postmaster made us change bus stop location couple years ago

Post office is not open when I am in town, so I can not get my own mail anyway

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

work in Laurens so I travel thru Havelock also



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☒ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: I could get my own mail!

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Fort Dodge

☒ Personal needs

☒ Banking West Bend

☒ Employment Laurens

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Kirk Hubbell

Address: 307 Henderson St. BOX 23

Telephone: 712 358 1768

Date: 6 Jun 11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/19/2011

EUGENE VAN DEEST

PO BOX 52
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lanane at (319) 389-2902.

Sincerely,

A handwritten signature in cursive script that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<i>Sometimes</i> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<i>Sometimes</i> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

City Council monthly minutes.

to read the

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: If you close the Post Office I demand
Home delivery NOT your Cluster Boxes.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spencer, Fort Dodge
☒ Personal needs Spencer, Emmetsburg
☒ Banking Spencer
☒ Employment - all over - Self Employed
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name: Eugene Van Deest

Address: 201 South St. P.O. Box 52

Telephone: yes I do - but you don't get the Number

Date: 6-8-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/19/2011

ELDON HADOK
PO BOX 101
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☒ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name:

Eldon Throck

Address:

Box 101, Alameda, CA 94579

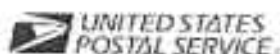
Telephone:

857-3020

Date:

June 2, 201

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/19/2019

ERIC JOHNSON
PO BOX 105
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You questioned the economic savings of discontinuing the Plover Post Office. With the loss of 32 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of 32 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (315) 399-2902.

Sincerely,

John H. Olsen

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|---|--|
| a. Picking up government forms (such as tax forms) | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

My Grandfather was a postmaster at this location and many use it on a daily bases closing it would be a bad choice.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name:

Eric Johnson

Address:

P.O. Box 105

Telephone:

Date:

5-27-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Envelopes: 1377842-50577
Postage: 22
Price: 42

The Death of a Small Town in AMERICA.

I lived in this small town for 13 years now and my parents, grandparents and great grandparents lived here as well. My Grandfather was the postmaster of it for 27 years, and the town had enough pride at one point in the forties to buy war bonds and get a p-51 mustang fighter plane named after it. It now saddens me to hear that the one thing in this town the post office is going to be closing up, I think its a shame to do so we all have mail boxes there and in the mornings its a meeting place for the elderly folk in town to meet and talk and check on each other to make sure all with them is well for another day, so really it serves a dual purpose and to take that away is to kill this town once and for all. Above all else it seems to me that everyone has forgotten that this country that we live in was built on small towns just like this one, and they like small business owners are becoming a thing of the past to be forgotten, because someone in a high place that cant get past the dollar signs decided that it was costing to much to keep it going or was in the way of them making more money! So it seems that greed is to blame and what's in it for me people who don't know the feeling of community that shares and try's to work together to make this place better for all.

What town am I talking about you ask? It's no other than the small town of Plover, Iowa. And I'm sure the other towns in the area that this has already happened to would agree with this as well.

I say leave well enough alone for this town is dying a slow death already so why not wait till there's no one here any more, then you'd have no problem closing the post office down. Besides it can't be costing that much to keep it opens and running vs. having to come in and put up brand new mail boxes for everyone in town.

Sincerely a person in a small town

Eric Johnson
P.O. Box 105
Plover, IA 50573

Sent



07/19/2011

DAWN JOHNSON
PO BOX 33
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

There are senior citizens and we have a disabled person

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I work in



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☒ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No ?

Mailing Address

Name: Dawn Johnson

Address: 310 main st Box 33

Telephone: 712-335-2115

Date: 6-6-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/19/2011

ALLEN AND KAREN MINKLER

PO BOX 95
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs which may mean delivery directly to a customer's residence. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You questioned the security that cluster box units offer. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large locked mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.
- You asked how much research is done on discontinuing Post Office. The Post Office has a nationwide process for studying offices for discontinuance. Information such as revenue, volume, growth, community questions and concerns, and community background are all part of the study. If you wish to see the information that is gathered, the proposal to discontinue the Plover Post Office is expected to be posted at the Plover, Pocahontas, and Havelock Post Offices within the next couple of weeks.
- You asked if the extra miles that the carrier would travel would be taken into consideration. If the Plover Post Office is discontinued, steps will be taken to ensure that there are minimal if any miles added to the route.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☒ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: With local post office we get better
And faster results

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Allan + Karen Minkler

Address: 106 Jackson St P.O. Box 95 Plover, IA

Telephone: 712-857-3557

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

You (USPS) say we don't have a Postmaster but you are the ones who took them (Postmaster) away.

A way to check on our elderly daily.

By taking away our post office it becomes very hard for elderly, ~~se~~ and handicap people to get their mail. Not to mention mail anything.

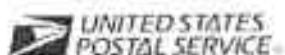
You are cutting the hours to 9-11 - by doing this how are the working people suppose to get their mail?

How secure are the cluster box units - rain, snow, vandalism etc.

How much research has gone into the closing of our (Plover) Post Office?

Have you checked out the amount of extra travel you are giving your rural carriers?

Karen Menikoff
106 Jackson St
Plover, Ia



07/19/2011

PLOVER PUBLIC LIBRARY

PO BOX 112
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

Help them with door to get or carry their mail/plg home.

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

A Community meeting area where we check up on each other daily.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes

☐ No

but its 14 to 18 miles away.

If yes, would you continue to use them if the Post Office is discontinued?



Yes

☐ No

Mailing Address

Name:

Plover Public Library

Address:

Box 112

Plover TA 50573

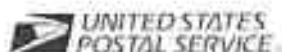
Telephone:

857-3532

Date:

6-8-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/19/2011

MR AND MRS DARREL SINDERGARD

PO BOX 86
FLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

We delivered mail to shut-ins.

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

We must there in the mornings to check on each other

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: *It will be a problem in mailing things later in the day. As for mailing parcels, I would have to drive at least 8 miles. Buying postage.*

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Presbyterian - Emmetsburg - Fort Dodge

☒ Personal needs

" " "

☒ Banking

" "

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name:

Mr. + Mrs. Darrel Sandergrud

Address:

207 Main St. P.O. Box 86 - Plomer, Ia. 50573

Telephone:

712-857-3442

Date:

6-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We are so sorry to hear about the ~~closing~~ closing of the Plover Post Office and other small Post Offices.

We feel like small town Iowa is disappearing and that makes us sad. It feels like you are discriminating little towns.

So many of these little towns will lose their identity to sad with the changing of how things were done.

The Plover Post Office is just across the street from where we live, so it is very handy for us.

A lot of times when I send a birthday card I will put in a book of stamps, everyone can use stamps. If I have to drive elsewhere I just might not do it not as convenient.

It is also not easy for us to drive to another town to pick up our mail. We don't go to town everyday. We shop for groceries once a week or every two weeks, we are used to stocking up, not wasting gas. So going getting our mail and daily paper will cost a lot of gas.

The Post Office here in Plover also serves coffee in the morning so it's a meeting place for the residents, and if somebody doesn't show up someone will always go to check on them. So that will be missed. Peace of mind.

So if there is anyway the Post Office could stay open we would really appreciate it.

Thank-you!

Darrel + Cheryl Sanderford

207 Main St. P.O. Box 86

Plover, Ia. 50573



07/19/2011

DARLA JOHNSON

PO BOX 63
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You thought that closing the Plover Post Office would not save the Postal Service. With the loss of 32 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of 32 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- Customers wondered if mail would be delivered to their house. Response to Concern You stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.
- You questioned as to if the Postal Service was violating US Code by pursuing discontinuance of the Plover Post Office. United States Code states that the Postal Service cannot close an office solely because an office is operating at a deficit. The Postal Service is investigating several small offices throughout the nation to determine if effective and regular service can be provided to the community by a more efficient alternate means.
- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
- You expressed that if a situation has been tolerated for a long time, it is not reason to suspend services. The Postal Service is not seeking to emergency suspend services of the Plover Post Office. The Postal Service is seeking to discontinue the Plover Post Office. There are different guidelines that are followed when an office is emergency suspended apposed to a study for discontinuance. The regulation states that if a situation has been tolerated for a long time, it is probably not grounds to emergency suspend an office. This does not apply for studies for discontinuance.
- You inquired as to what will happen to the PO Boxes and window unit. The Postal Service will first determine if the equipment can be used or can potentially be used in another office. If not, the Postal Service may sell the equipment to outside parties through silent bids.
- You expressed a concern about a change of ZIP Code. There will be no change in town name or ZIP Code.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Figure 34b: 22

Page No. 10

John H. O'Brien

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52408-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

lot of use daily

Meeting place for a

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

but it's 14 to 15 miles away. Not on a daily basis.

Mailing Address

Name:

Darla Johnson

Address:

Box 63 Plover IA 50573

Telephone:

857-3953

Date:

6-8-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

1. Will we have delivery at each home mail box?
2. We will have to drive to get Postage?
3. I do Library and send out books every month so am I going to have to drive someplace every time?
4. I understand the Postal Service is prohibited by law to close a post office just to save money?
5. I understand postal regulations state if situation has tolerated for long time, it is probably not a reason to suspend service. Why is it a problem now when it was not a problem before?
6. Will we have to notify all the people who send us mail with a different address?
7. What happens with the boxes and window unit here at our Post Office?
8. The federal government is spending an enormous amount of taxpayer money trying to create jobs. Why is Postal Service trying to cut back/or eliminate such an import business/service?
9. Will our town name and zip still be the same?

Document ID: 1377342-505
Page: 72
Page: 108

June 29th, 2011

Darla Johnson
PO Box 63
Plover, IA 50573

Dear Ms Johnson:

This is in response to your letter regarding the Plover Post Office.

Thank you for sharing your concerns. The Postal Service is currently conducting a review of postal operations at the Plover Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

On June 8, 2011, a community meeting was held to provide customers the opportunity to voice their opinions and air their concerns. Meetings and other methods are used to ensure all issues are fully explored before any final decision is made, and all final decisions are subject to review by the independent Postal Regulatory Commission.

When a final decision is made to discontinue services at a post office, the rural carrier can provide most services to our customers. However, there are retail transactions that do require customers to visit the post office. Every effort will be made to ensure the Plover customers continue to receive the best service possible.

Thank you for the opportunity to address your concerns. If you have any further questions or concerns, please contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,



JaNan O'Brien
A/Manager Post Office Operations
PO Box 9998
Cedar Rapids, IA 52401-9998

Date _____ 1377842-8573
To _____ 82
From _____ 102

Dear Sirs,

I am writing this to you today to inform you of my concern of the closing of our small town POST OFFICE. I am hoping that you can be of some help to all the Post Offices that are on the list to be closed. This was in our letters each person received from the USPS as to their reasons of why they needed to close us; This Office is being studied for possible closing or consolidation for the following reasons; study for discontinuance based on declining volume, declining workload, revenue and the ability of Postal Service to provide effective and regular service by an alternate means. Our ladies are loaded with paper work and computer work every day and part of the time the computer isn't working the way it should be so it doesn't help the time they have to spend trying to get their work done in a reasonable amount of time. We really don't have a Post Master here so our OIC and PMR don't get benefits or the big wages the Post Masters get. They don't get overtime if things are running slow and they have to stay after to get every thing done. We have a building that is up to handicapped conditions, plus they try to help all the handicapped people in our community and keep a very clean Post Office.

Our Post Office is a place for a lot of the community to gather every morning, to check up on each other, and if you don't show up on time the rest of us are finding out why. As was recently said by Rep. Bruce Barley Iowa District 1 the Post Office is our main form of communication. We have a bulletin board we post many events in our town and all around the community. Even in this day of electronic communication, small-town post offices serve as the heart of so many communities across the rural areas of Iowa.

These Post Offices provide jobs and help keep our world going.

We have also heard that they will be putting postal products in stores like Costco and office Depot

However these kinds of stores are not available to us within 50 miles. We will probably have to drive at least 7 to 15 miles to get to a post office to mail packages. I also feel that in some way this is discrimination to small towns with the slaughter of closing many rural Post Offices. A lot of older citizens in these small town as well as here in my town don't have computers in their homes

This is not the way we treat our neighbors in Iowa.

With our growing national deficit, we certainly need to look at all the ways we can save money. But closing post offices that so many small towns and rural communities rely on will not solve the financial troubles of the USPS or the U.S. government. It will serve as financial and moral blow to Iowans who can least afford it. The Postal Service has a long and proud history. Shutting the post offices that serve as the hearts and souls of our small towns would be a devastating closing chapter.

Thank you for any help you can give.

Darla Johnson
Box 63
Plover, IA 50573

DISTRICT MANAGER
USPS
JUN 13 AM 11:59
DISTRICT

Thank you,
Darla Johnson
Box 63
Plover, IA 50573



07/19/2011

VICKI KERNS

PO BOX 67
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

Collecting + delivering mail to shut-ins

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

social meeting place to check on others in town

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: inconvenient to mail packages + receive
only with signature

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Picki Lums

Address: 208 East St PO Box 67 Plow

Telephone: (712) 857-3418

Date: 5-31-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name: DERROLD M BAUMANN

Address: 408 EAST JACKSON ST, PLOVER, IA 50573

Telephone: 712-857-3455

Date: 6-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/19/2011

CITY OF PLOVER
PO BOX 92
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain: *As a small town Notices have to be posted in 3 locations the Post Office is one.*

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Emmetsburg IA



Personal needs



Banking



Employment

Emmetsburg IA



Social needs

5. Do you currently use local businesses in the community?



Yes

☐ No

If yes, would you continue to use them if the Post Office is discontinued?



Yes

☐ No

Mailing Address

Name:

City of Plover

Address:

P.O. Box 92

Telephone:

(712) 857-3446

Date:

5/31/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/19/2011

AUDREY E SIMONSON

PO BOX 65
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lerane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: I have R.D. service from a different Post office; P.O. Box service for my business

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☐ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

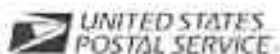
Name: Audrey E. Simonson

Address: P.O. Box 65 Plover, IA 50573

Telephone: 712-857-3546

Date: 5-26-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/19/2011

PRO COOP
PO BOX 56
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the PLOVER Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|--|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Poky, E'burg,
☒ Personal needs " "
☒ Banking " "
☐ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Pro Coop

Address: Po Box 56 — 402 Jackson — Plover, IA

Telephone: 712-857-3423

Date: 5/25/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/19/2011

PEGGY STUDER
208 JACKSON ST
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Plover Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You wanted to know how much the Postal Service would save by discontinuing the Plover Post Office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates around \$11,734 annual savings with this change.
- You wanted to know if consideration has been taken for the additional cost of sorting and delivery by another office. The cost of sorting the additional mail for an additional 34 boxes is very minimal and will be absorbed into current workhours. The cost of delivery will be taken into consideration and will be part of the study.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about the mailbox installation and maintenance. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Location is yet to be determined. The cost of the cluster box unit is estimated to be around \$1500 which is a one time expense.

If it is determined that a discontinuance of the Plover Post Office should be pursued, a formal proposal will be posted in the Pocahontas Post Office, Havelock Post Office and Plover Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink that reads "Janan M. O'Brien".

JANAN O'BRIEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

137784722577
77
165

Exactly how much does the postal service expect to save by closing Plover?

Have you considered additional costs of sorting and delivery by another post office?

What are the costs of the boxes you propose to install?

Where will they be located?

Who will maintain the approach and service these boxes if they malfunction?

Have you considered the impact on the lives of Plover residents?

Currently the Post Office is the daily hub of activity and exchange of information in Plover. People gather here and wait for the mail to be delivered. Minutes of the city council meetings are posted here. For some elderly residents, this is their only daily contact. It is a reasonable walk, even for those who have had hip surgery, and there is a place to sit down and rest before walking back home. People are known to have certain habits and are expected at certain times. If they don't show up, someone checks on them. Without a post office, we lose all of this.

Peggy Studer
208 Jackson St

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the PLOVER Post Office on 05/24/2011. Additionally, during the survey period, questionnaires were available at the PLOVER Post Office to walk-in retail customers.

1. Number of Questionnaires

Total Questionnaires distributed	35
Favorable to proposal	2
Unfavorable to proposal	8
Expressing no opinion	5
Total questionnaires received	15

Postal Concerns

The following postal concerns were expressed:

1. Concern (Favorable):
No Concern
Response:
2. Concern (No Opinion):
Customers were concerned about having to travel to another Post Office for service.
Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
3. Concern (No Opinion):
No Concern
Response:
4. Concern (Unfavorable):
Customer expressed a concern about package delivery and pickup.
Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
5. Concern (Unfavorable):
Customers asked if the extra miles that the carrier would travel would be taken into consideration.
Response:

You asked if the extra miles that the carrier would travel would be taken into consideration. If the Plover Post Office is discontinued, steps will be taken to ensure that there are minimal if any miles added to the route.
6. Concern (Unfavorable):
Customers asked what will happen to the PO Box and window unit at the Post Office.
Response:

You inquired as to what will happen to the PO Boxes and window unit. The Postal Service will first determine if the equipment can be used or can potentially be used in another office. If not, the Postal Service may sell the equipment to outside parties through silent bids.
7. Concern (Unfavorable):
Customers expressed that if a situation has been tolerated for a long time, it is not reason to suspend service.
Response:

You expressed that if a situation has been tolerated for a long time, it is not reason to suspend services. The Postal Service is not seeking to emergency suspend services of the Plover Post Office. The Postal Service is seeking to discontinue the Plover Post Office. There are different guidelines that are followed when an office is emergency suspended opposed to a study for discontinuance. The regulation states that if a situation has been tolerated for a long time, it is probably not grounds to emergency suspend an office. This does not apply for studies for discontinuance.
8. Concern (Unfavorable):
Customers inquired about mailbox installation and maintenance.
Response:

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Location is yet to be determined. The cost of the cluster box unit is estimated to be around \$1500 which is a one time expense.
9. Concern (Unfavorable):

Response

You asked how much research is done on discontinuing Post Office. The Post Office has a nationwide process for studying offices for discontinuance. Information such as revenue, volume, growth, community questions and concerns, and community background are all part of the study. If you wish to see the information that is gathered, the proposal to discontinue the Plover Post Office is expected to be posted at the Plover, Pochahontas, and Havelock Post Offices within the next couple of weeks.

Concern (Unfavorable):

10. Customers thought that closing the Plover Post Office would not save the Postal Service.

Response:

You thought that closing the Plover Post Office would not save the Postal Service. With the loss of \$2 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of \$2 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.

Concern (Unfavorable):

11. Customers thought the Postal Service wasn't doing enough to cut expenses. **Response:**

Response:

You questioned the economic savings of discontinuing the Plover Post Office. With the loss of \$2 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of \$2 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.

Concern (Unfavorable):

12. Customers wanted to know how much the Postal Service would save by discontinuing the Plover Post Office.

Response:

You wanted to know how much the Postal Service would save by discontinuing the Plover Post Office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates around \$11.734 annual savings with this change.

Concern (Unfavorable):

13. Customers wanted to know if consideration has been taken for the additional cost of sorting and delivery by another office.

Response:

You wanted to know if consideration has been taken for the additional cost of sorting and delivery by another office. The cost of sorting the additional mail for an additional 34 boxes is very minimal and will be absorbed into current workhours. The cost of delivery will be taken into consideration and will be part of the study.

Concern (Unfavorable):

14. Customers were concerned about a change of ZIP Code.

Response:

There will be no change in town name or ZIP Code.

Concern (Unfavorable):

15. Customers were concerned about a possible address change.

Response:

Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

Concern (Unfavorable):

16. Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the center, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Concern (Unfavorable):

17. Customers were concerned about obtaining accountable mail and large parcels.
Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

18. Concern (Unfavorable):
Customers were concerned about obtaining services from the carrier.
Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

19. Concern (Unfavorable):
Customers were concerned about senior citizens.
Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs which may mean delivery directly to a customer's residence. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

20. Concern (Unfavorable):
Customers were concerned about the level of security CBUs offer.
Response:

You questioned the security that cluster box units offer. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large locked mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.

21. Concern (Unfavorable):
Customers were concerned that the Postal Service is violating US code by pursuing discontinuance of the Plover Post Office.
Response:

You questioned as to if the Postal Service was violating US Code by pursuing discontinuance of the Plover Post Office. United States Code states that the Postal Service cannot close an office solely because an office is operating at a deficit. The Postal Service is investigating several small offices throughout the nation to determine if effective and regular service can be provided to the community by a more efficient alternate means.

22. Concern (Unfavorable):
Customers wondered if mail would be delivered to their house.
Response:

Customers wondered if mail would be delivered to their house. Response to Concern: You stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.

23. Concern (Unfavorable):
Customers wondered if mail would be delivered to their house.
Response:

You stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.

24. Concern (Unfavorable):
No Concern
Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion)

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

2. **Concern (No Opinion):**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

3. **Concern (Unfavorable):**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Sent to Sara Lindauer

Community Meeting Roster

2011 JUN 13 AM 11:54

Date: 06/08/2011
Time: 6:30 pm

Postal Service Representative (Names and Titles):
Sara Lindauer - Post Office Review Investigator
JaNan O'Brien - A/Manager Post Office Operations

Total Number of Customers Present:

19

Place: Hope United Methodist Church

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Chloe Larson	44557 250th Ave	50581	712-857-3761
Dawn Johnson	310 main st	50573	712-335-2115
Darla Johnson	305 main st	50573	712-857-3959
Eric Johnson	111 Lind st	50573	712-857-8504
Tamara Van Drest	201 South st	50573	
Allan Minkley	106 Jackson	50573	712-857-3557
Karen Minkley	106 Jackson	50573	712-857-3557
Peggy Studer	208 Jackson		712-857-3931
Mike Westergaard	401 Main st	50573	402-880-5779
Glenn Helliher	304 Main	50573	712-857-3413
Robert Fisher	1104th Ave NW	50574	515-366-0804
Tedd Kipter	204 4th	50581	712-848-3358
Tricki Kuns	208 East St	50573	712-857-3418
Cheryl Sanderberg	207 Main St	50573	712-857-3442
Dore Lindauer	PO BOX 113	50573	712-857-3429
Eldora Thauer	BOX 101	50573	712-857-3950
Esther Hawk	Box 101	50573	712-857-3990
Roger Linnier	B		
Andrew Linnier	Box 65	business address	

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. **Concern (Unfavorable):**
Customers were concerned about where the CBU units would be located.
Response:
The Postal Service strives to find a location that is safe for the customers and the carrier. The Postal Service will search for a public location and will work with the community to find that location.
2. **Concern (Unfavorable):**
Customers questioned as to if the rural carrier could handle the extra workload.
Response:
Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee. The carrier will be paid extra for the extra load they will incur.
3. **Concern (Unfavorable):**
Customers wondered if the landlord has been notified about the study.
Response:
The landlord has not been notified for no action to the lease has been determined. The current lease agreement has a 30 day termination clause which will allow the Postal Service to cancel the lease at anytime for any reason with a 30 day notice notification to the landlord.
4. **Concern (Unfavorable):**
Customers were concerned about their address not being recognized once they switch to their 911 address.
Response:
If delivery is not completed at a particular address, the address may not be in our database. If the office is discontinued, the new addresses that people will switch to will be added to the database and will be recognized as valid addresses.
5. **Concern (Unfavorable):**
Customers were concerned about a change of address
Response:
Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
6. **Concern (Unfavorable):**
Customers were concerned about mail security of the CBUs.
Response:
Cluster Box units are individually locked units that only the customer and the carrier will have access to. The parcel lockers that are also on the cluster box units are locked as well and is only accessible to the customer whose item is in the locker and the rural carrier.
7. **Concern (Unfavorable):**
Customers were concerned that the Postal Service is violating the law that states that an office cannot be closed due solely for economic reasons.
Response:
United States Code states that the Postal Service cannot close an office solely because an office is operating at a deficit. The Postal Service is investigating several small office throughout the nation to determine if effective and regular service can be provided to the community by a more efficient alternate means.
8. **Concern (Unfavorable):**
Customers were concerned because they cannot pay the carrier with a check.
Response:
Customers may make payments to the carrier with cash. Customers are also encourage to use www.usps.com for their postal needs as well.
9. **Concern (Unfavorable):**
Customers were concerned about obtaining services from the carrier
Response:
You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

10. **Concern (Unfavorable):**

Customers were concerned about cluster box unit keys.

Response:

The customer will have sole responsibility for their cluster box unit key. There are no deposit fees associated with the CBU keys. Customers are encouraged to make several copies of the key. In the event a customer loses all the keys to their CBU unit, they will be required to pay a lock replacement fee.

Concern (Unfavorable):

11. Customers were concerned that the Postal Service is catering to the larger cities by offering more alternatives such as Contract Postal Unit.

Response:

The Postal Service is responding the demands of the nation as a whole. The public is asking that Postal Services be convenient and easy to access. As a result, Postal Services are being offered where people want them: grocery stores, www.usps.com, 24 access through Automated Postal Centers to name a few. The Postal Service is offering the Contract Postal Units in higher population areas where the demand makes it feasible for a contractor to provide those services in their business.

Nonpostal Concerns

1. **Concern (Unfavorable):**

Customers were concerned about the loss of a meeting place and informational center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

2. **Concern (Unfavorable):**

Customers expressed concern for loss of community identity

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.



Memo to the record

7/19/2011

Re: Community Meeting Letter

The community meeting notification letter was combined with the questionnaire letter as in item number 21. As a result, there is no sole community letter to include in this record.

A handwritten signature in cursive script that reads "Sara Lindauer".

Sara Lindauer

Post Office Review Investigator



A. Office

Name: PLOVER State: IA Zip Code: 50573
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-04 County: Pocahontas
EAS Grade: 55 Finance Number: 187290
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Karen Lenane Date: 07/19/2011
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902 Fax No: (319) 399-5502

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

- | | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Tell what we are doing and why. |
| <input checked="" type="checkbox"/> | Is reason for discontinuance justified and documented in the record? |
| <input checked="" type="checkbox"/> | If suspended, what type of alternate service customers are now receiving? |
| <input checked="" type="checkbox"/> | Reason for vacancy and information on postmaster/OIC |
| <input checked="" type="checkbox"/> | Number of customers and type of service they received and will receive. |
| <input checked="" type="checkbox"/> | Hours of service, daily window transaction average, number of permit mailers, and postage meter users. |
| <input checked="" type="checkbox"/> | Last three fiscal years of revenue and revenue units. |
| <input checked="" type="checkbox"/> | Decline in service workload/reduction in EAS level, if appropriate. |
| <input checked="" type="checkbox"/> | Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available. |
| <input checked="" type="checkbox"/> | Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available. |
| <input checked="" type="checkbox"/> | If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal. |
| <input checked="" type="checkbox"/> | Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses. |
| <input checked="" type="checkbox"/> | Community meeting. Number of customers who attended, customer concerns, and Postal Service responses. |
| <input checked="" type="checkbox"/> | Information on petitions and congressional inquiries included with Postal Service responses. |
| <input checked="" type="checkbox"/> | Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses. |
| <input checked="" type="checkbox"/> | Advantages and disadvantages of proposed alternate service. |
| <input checked="" type="checkbox"/> | Any other pertinent information concerning Postal Service needs. |

Section II

Effect on the Community

- | | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Brief background of area, community government, population, etc. |
| <input checked="" type="checkbox"/> | Number of businesses, religious institutions, schools, local government offices, social organizations, etc. |
| <input checked="" type="checkbox"/> | Was Post Office used as meeting place? |
| <input checked="" type="checkbox"/> | Was Post Office a shelter for a bus stop? |
| <input checked="" type="checkbox"/> | Did the Post Office have a public bulletin board? |
| <input checked="" type="checkbox"/> | Were government forms available at the Post Office? |
| <input checked="" type="checkbox"/> | Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.? |
| <input checked="" type="checkbox"/> | What is the historical value of the office? |
| <input checked="" type="checkbox"/> | Is an address change necessary? |
| <input checked="" type="checkbox"/> | Will the community identity be preserved? |
| <input checked="" type="checkbox"/> | What are the growth trends (flat, up, down)? |
| <input checked="" type="checkbox"/> | Were any other nonpostal items identified? |

Section III

Effect on Employees

- | | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary. |
|-------------------------------------|--|

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-53, Minimum, no COLA)

\$ 9275

Fringe benefits 33.5%

\$ 3107

Rental costs, excluding utilities

\$ 2340

Total annual costs

\$ 14722

Less estimated cost of replacement service

- 2988

Total annual savings

\$ 11734

A one-time expense of \$ 1500 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date



07/19/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the PLOVER Post Office
Docket No. 1377842

This is to advise you that on 07/29/2011, I will post for public comment a proposal to close the PLOVER Post Office in Pocahontas, Congressional District No. IA-04.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

A handwritten signature in blue ink, appearing to read "Gail M. Duba".

GAIL DUBA
District Manager
HAWKEYE PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



07/20/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
PLOVER Proposal
Docket No. 1377842 - 50573


Please post the enclosed proposal to close the PLOVER Post Office in the lobby. The proposal must be posted in a prominent place from 07/29/2011 through close of business on 09/29/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (319) 399-2902.



KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 07/29/2011

Date of Removal: 09/29/2011



UNITED STATES POSTAL SERVICE



**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Plover Post Office:

The Postal Service is considering the close of the Plover Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/29/2011 through 09/29/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Plover Post Office, Havelock Post Office and Pocahontas Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

JANAN O'BRIEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 07/29/2011

Date of Removal: 09/29/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE PLOVER, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE



To the customers of the Plover Post Office:

The Postal Service is considering the close of the Plover Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/29/2011 through 09/29/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Plover Post Office, Havelock Post Office and Pocahontas Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

JANAN O'BRIEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 07/29/2011

Date of Removal: 09/29/2011



UNITED STATES POSTAL SERVICE



**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Plover Post Office:

The Postal Service is considering the close of the Plover Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/29/2011 through 09/29/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Plover Post Office, Havelock Post Office and Pocahontas Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

JANAN O'BRIEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

DOCKET NO. 1377842-50573
ITEM NO. 33
PAGE 1a

Date of Posting: 07/29/2011

Posting Round Date:



Date of Removal: 09/29/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377842 - 50573

DOCKET NO. 137 7842-50573
ITEM NO. 33
PAGE 16

Date of Posting: 07/29/2011



Date of Removal: 09/29/2011



PROPOSAL TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377842 - 50573

DOCKET NO. 1377842-50573
ITEM NO. 33
PAGE 1C

Date of Posting: 07/29/2011

Posting Round Date:



Date of Removal: 09/29/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377842 - 50573

1. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Plover, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Pocahontas Post Office, located 13 miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on March 29, 1997. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance based on declining volume, declining workload, revenue and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Plover Post Office, an EAS-53 level, provides service from 9:00-11:30 Monday - Friday, 9:00-11:00 Saturday and lobby hours of 9:00-11:30 on Monday - Friday and 9:00-11:00 on Saturday to 34 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged five transaction(s) accounting for six minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$20,278 (53 revenue units) in FY 2008; \$18,900 (49 revenue units) in FY 2009; and \$18,224 (48 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 08, 2011, representatives from the Postal Service were available at Hope United Methodist Church to answer questions and provide information to customers. 19 customer(s) attended the meeting.

On May 24, 2011, 35 questionnaires were distributed to delivery customers of the Plover Post Office. Questionnaires were also available over the counter for retail customers at the Plover Post Office. 15 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 8 unfavorable, and 5 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Pocahontas Post Office, an EAS-18 level office. Window service hours at the Pocahontas Post Office are from 8:00-16:30, Monday through Friday, and none on Saturday. There are 125 post office boxes available.

Retail service is also available at the Havelock Post Office an EAS-11 level office, located seven miles away. Window service hours at Havelock Post Office are from 7:30-11:30 13:00-17:00, Monday through Friday and 7:45-9:45 on Saturday. There are 100 post office boxes available for rent.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about package delivery and pickup. |
| Response: | Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. |
| 2. Concern: | Customers asked if the extra miles that the carrier would travel would be taken into consideration. |
| Response: | The customer asked if the extra miles that the carrier would travel would be taken into consideration. If the Plover Post Office is discontinued, steps will be taken to ensure that there are minimal if any miles added to the route. |
| 3. Concern: | Customers asked what will happen to the PO Box and window unit at the Post Office. |

Response:

The customer inquired as to what will happen to the PO Boxes and window unit. The Postal Service will first determine if the equipment can be used or can potentially be used in another office. If not, the Postal Service may sell the equipment to outside parties through silent bids.

4. **Concern:**

Customers expressed that if a situation has been tolerated for a long time, it is not reason to suspend service.

Response:

The customer expressed that if a situation has been tolerated for a long time, it is not reason to suspend services. The Postal Service is not seeking to emergency suspend services of the Plover Post Office. The Postal Service is seeking to discontinue the Plover Post Office. There are different guidelines that are followed when an office is emergency suspended apposed to a study for discontinuance. The regulation states that if a situation has been tolerated for a long time, it is probably not grounds to emergency suspend an office. This does not apply for studies for discontinuance.

5. **Concern:**

Customers inquired about mailbox installation and maintenance.

Response:

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Location is yet to be determined. The cost of the cluster box unit is estimated to be around \$1500 which is a one time expense.

6. **Concern:**

Customers questioned how much research is done on discontinuing Post Offices.

Response:

The customer asked how much research is done on discontinuing Post Office. The Post Office has a nationwide process for studying offices for discontinuance. Information such as revenue, volume, growth, community questions and concerns, and community background are all part of the study. If you wish to see the information that is gathered, the proposal to discontinue the Plover Post Office is expected to be posted at the Plover, Pochahontas, and Havelock Post Offices within the next couple of weeks.

7. **Concern:**

Customers thought that closing the Plover Post Office would not save the Postal Service.

Response:

The customer thought that closing the Plover Post Office would not save the Postal Service. With the loss of 32 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of 32 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.

8. **Concern:**

Customers thought the Postal Service wasn't doing enough to cut expenses. **Response:**

Response:

The customer questioned the economic savings of discontinuing the Plover Post Office. With the loss of 32 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of 32 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.

Customers wanted to know how much the Postal Service would save by

- Response:** The customer wanted to know how much the Postal Service would save by discontinuing the Plover Post Office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates around \$11,734 annual savings with this change.
10. **Concern:** Customers wanted to know if consideration has been taken for the additional cost of sorting and delivery by another office.
- Response:** The customer wanted to know if consideration has been taken for the additional cost of sorting and delivery by another office. The cost of sorting the additional mail for an additional 34 boxes is very minimal and will be absorbed into current workhours. The cost of delivery will be taken into consideration and will be part of the study.
11. **Concern:** Customers were concerned about a change of ZIP Code.
- Response:** There will be no change in town name or ZIP Code.
12. **Concern:** Customers were concerned about a possible address change.
- Response:** Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
13. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
14. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.
- Response:** If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
15. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
16. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs which may mean delivery directly to a customer's residence. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
17. **Concern:** Customers were concerned about the level of security CBUs offer.

Response:

The customer questioned the security that cluster box units offer. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large locked mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.

18. **Concern:**

Customers were concerned that the Postal Service is violating US code by pursuing discontinuance of the Plover Post Office.

Response:

The customer questioned as to if the Postal Service was violating US Code by pursuing discontinuance of the Plover Post Office. United States Code states that the Postal Service cannot close an office solely because an office is operating at a deficit. The Postal Service is investigating several small offices throughout the nation to determine if effective and regular service can be provided to the community by a more efficient alternate means.

19. **Concern:**

Customers wondered if mail would be delivered to their house.

Response:

Customers wondered if mail would be delivered to their house. Response to Concern You stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.

20. **Concern:**

Customers wondered if mail would be delivered to their house.

Response:

The customer stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.

21. **Concern:**

Customers questioned as to if the rural carrier could handle the extra workload.

Response:

Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee. The carrier will be paid extra for the extra load they will incur.

22. **Concern:**

Customers were concerned about a change of address

Response:

Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

23. **Concern:**

Customers were concerned about cluster box unit keys.

Response:

The customer will have sole responsibility for their cluster box unit key. There are no deposit fees associated with the CBU keys. Customers are encouraged to make several copies of the key. In the event a customer loses all the keys to their CBU unit, they will be required to pay a lock replacement fee.

24. **Concern:**

Customers were concerned about mail security of the CBUs.

Response:

Cluster Box units are individually locked units that only the customer and the carrier will have access to. The parcel lockers that are also on the cluster box units are locked as well and is only accessible to the customer whose item is in the locker and the rural carrier.

25. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

26. **Concern:**

Customers were concerned about their address not being recognized once they switch to their 911 address.

Response:

If delivery is not completed at a particular address, the address may not be in our database. If the office is discontinued, the new addresses that people will switch to will be added to the database and will be recognized as valid addresses.

27. **Concern:**

Customers were concerned about where the CBU units would be located.

Response:

The Postal Service strives to find a location that is safe for the customers and the carrier. The Postal Service will search for a public location and will work with the community to find that location.

28. **Concern:**

Customers were concerned because they cannot pay the carrier with a check.

Response:

Customers may make payments to the carrier with cash. Customers are also encourage to use www.usps.com for their postal needs as well.

29. **Concern:**

Customers were concerned that the Postal Service is catering to the larger cities by offering more alternatives such as Contract Postal Unit.

Response:

The Postal Service is responding the demands of the nation as a whole. The public is asking that Postal Services be convenient and easy to access. As a result, Postal Services are being offered where people want them; grocery stores, www.usps.com, 24 access through Automated Postal Centers to name a few. The Postal Service is offering the Contract Postal Units in higher population areas where the demand makes it feasible for a contractor to provide those services in their business.

30. **Concern:** Customers were concerned that the Postal Service is violating the law that states that an office cannot be closed due solely for economic reasons.
- Response:** United States Code states that the Postal Service cannot close an office solely because an office is operating at a deficit. The Postal Service is investigating several small office throughout the nation to determine if effective and regular service can be provided to the community by a more efficient alternate means.
31. **Concern:** Customers wondered if the landlord has been notified about the study.
- Response:** The landlord has not been notified for no action to the lease has been determined. The current lease agreement has a 30 day termination clause which will allow the Postal Service to cancel the lease at anytime for any reason with a 30 day notice notification to the landlord.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Plover is an incorporated community located in Pocahontas County. The community is administered politically by Mayor and Council. Police protection is provided by the Pocahontas County Sheriff. Fire protection is provided by the Plover Fire Department. The community is comprised of Retirees, Self employed, Commuters, and handicapped, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Hope Methodist Church, Plover Library, Plover City Hall, Plover Fire Department, Wirtz Recycling, Winger Implement, Outlaw Computer parts, Powhatan II Publishing, Bush Well Co., Pro Coop, Eberle Auctioneering, Jergens Racing, Studer Cycle Shop, Wasko Wagons, Gonnerman Construction and Christiansen Trucking are located in the community. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Plover Post Office will be available at the Pocahontas Post Office. Government forms normally provided by the Post Office will also be available at the Pocahontas Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers expressed concern for loss of community identity. |
| Response: | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses. |
| 2. Concern: | Customers were concerned about the loss of a gathering place and an information center. |
| Response: | Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town. |
| 3. Concern: | Customers expressed concern for loss of community identity |
| Response: | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 4. Concern: | Customers were concerned about the loss of a meeting place and informational center. |
| Response: | Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on March 29, 1997. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 11,734 with a breakdown as follows:

Postmaster Salary (EAS-53, No COLA)	\$ 9,275
Fringe Benefits @ 33.5%	\$ 3,107
Annual Lease Costs	<u>+ \$ 2,340</u>
Total Annual Costs	\$ 14,722
Less Annual Cost of Replacement Service	<u>- \$ 2,988</u>
Total Annual Savings	<u>\$ 11,734</u>

A one-time expense of \$ 1500 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Plover, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Pocahontas Post Office, located 13 miles away. Service may be provided to cluster box units (CBUs).

The postmaster was promoted on March 29, 1997. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Plover Post Office provided delivery and retail service to 34 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged five. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$11,734 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Plover Post Office, Havelock Post Office and Pocahontas Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



JANAN O'BRIEN
Manager, Post Office Operations

07/29/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the PLOVER Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe that closing the Plover post office would cause, undo problems for its residents both town and rural. The driving farther for postal service would cause economic and organizational problems for its community.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loss of excellent service. Loss of the efficiency of the postal system. Postal system was originally started for communication and service. What happened to the system?

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Our post office is needed for its fine service and a place we all believe is the heart of our community. Because we are a small community and not on the East or West Coast, should not make us an easy target. Remember we are all AMERICANS.

Allan L. Minkles

Allan L. Minkles

Name of Postal Customer

Signature of Postal Customer

Box 95

Mailing Address

Plover, Iowa 50573

City, State, and ZIP Code

9-2-11

Date



10/04/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 09/29/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Karen Lenane", written in a cursive style.

KAREN LENANE
Post Office Review Coordinator
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



A. Office

Name: PLOVER State: IA Zip Code: 50573
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-04 County: POCAHONTAS
EAS Grade: 53 Finance Number: 187290
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 10/04/2011
Fax No: (319) 399-5502

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 10/04/2011

Postal Customers of the Plover Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Plover Post Office, which was posted 07/29/2011 through 09/29/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Plover Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in dark ink, appearing to read "Rory Sullivan". The signature is fluid and cursive, with a long horizontal stroke at the end.

RORY SULLIVAN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



10/04/2011

ALLAN MINKLER
BOX 95
PLOVER, IA 50573

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Plover Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Karen Letane at (319) 399-2902.

Sincerely,

A handwritten signature in cursive script that reads "Rory Sullivan".

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52408-9998



A. Office

Name: PLOVER State: IA Zip Code: 50573
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-04 County: POCAHONTAS
EAS Grade: 53 Finance Number: 187260
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

This form is a place holder for number 38. There was not a premature appeal received.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 10/04/2011
Fax No: (319) 399-5502

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	1
Favorable comments	0
Unfavorable comments	1
No opinion expressed	0
Total comments returned	1

Postal Concerns

The following postal concerns were expressed:

- 1. Concern (unfavorable): Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at this Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require visiting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many grocery and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Nonpostal Concerns

The following nonpostal concerns were expressed:

Date of Posting: 07/29/2011

Posting Round Date:

Date of Removal: 09/29/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1377842 - 50573

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Plover, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Pocahontas Post Office, located 13 miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on March 29, 1997. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance based on declining volume, declining workload, revenue and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Plover Post Office, an EAS-53 level, provides service from 9:00-11:30 Monday - Friday, 9:00-11:00 Saturday and lobby hours of 9:00-11:30 on Monday - Friday and 9:00-11:00 on Saturday to 34 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged five transaction(s) accounting for six minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$20,278 (53 revenue units) in FY 2008; \$18,900 (49 revenue units) in FY 2009; and \$18,224 (48 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 08, 2011, representatives from the Postal Service were available at Hope United Methodist Church to answer questions and provide information to customers. 19 customer(s) attended the meeting.

On May 24, 2011, 35 questionnaires were distributed to delivery customers of the Plover Post Office. Questionnaires were also available over the counter for retail customers at the Plover Post Office. 15 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 8 unfavorable, and 5 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Pocahontas Post Office, an EAS-18 level office. Window service hours at the Pocahontas Post Office are from 8:00-16:30, Monday through Friday, and none on Saturday. There are 125 post office boxes available.

Retail service is also available at the Havelock Post Office an EAS-11 level office, located seven miles away. Window service hours at Havelock Post Office are from 7:30-11:30 13:00-17:00, Monday through Friday and 7:45-9:45 on Saturday. There are 100 post office boxes available for rent.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about package delivery and pickup. |
| Response: | Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. |
| 2. Concern: | Customers asked if the extra miles that the carrier would travel would be taken into consideration. |
| Response: | The customer asked if the extra miles that the carrier would travel would be taken into consideration. If the Plover Post Office is discontinued, steps will be taken to ensure that there are minimal if any miles added to the route. |
| 3. Concern: | Customers asked what will happen to the PO Box and window unit at the Post Office. |

Response:

The customer inquired as to what will happen to the PO Boxes and window unit. The Postal Service will first determine if the equipment can be used or can potentially be used in another office. If not, the Postal Service may sell the equipment to outside parties through silent bids.

4. **Concern:**

Customers expressed that if a situation has been tolerated for a long time, it is not reason to suspend service.

Response:

The customer expressed that if a situation has been tolerated for a long time, it is not reason to suspend services. The Postal Service is not seeking to emergency suspend services of the Plover Post Office. The Postal Service is seeking to discontinue the Plover Post Office. There are different guidelines that are followed when an office is emergency suspended apposed to a study for discontinuance. The regulation states that if a situation has been tolerated for a long time, it is probably not grounds to emergency suspend an office. This does not apply for studies for discontinuance.

5. **Concern:**

Customers inquired about mailbox installation and maintenance.

Response:

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Location is yet to be determined. The cost of the cluster box unit is estimated to be around \$1500 which is a one time expense.

6. **Concern:**

Customers questioned how much research is done on discontinuing Post Offices.

Response:

The customer asked how much research is done on discontinuing Post Office. The Post Office has a nationwide process for studying offices for discontinuance. Information such as revenue, volume, growth, community questions and concerns, and community background are all part of the study. If you wish to see the information that is gathered, the proposal to discontinue the Plover Post Office is expected to be posted at the Plover, Pochahontas, and Havelock Post Offices within the next couple of weeks.

7. **Concern:**

Customers thought that closing the Plover Post Office would not save the Postal Service.

Response:

The customer thought that closing the Plover Post Office would not save the Postal Service. With the loss of 32 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of 32 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.

8. **Concern:**

Customers thought the Postal Service wasn't doing enough to cut expenses. **Response:**

Response:

The customer questioned the economic savings of discontinuing the Plover Post Office. With the loss of 32 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of 32 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.

9. **Concern:**

Customers wanted to know how much the Postal Service would save by discontinuing the Plover Post Office.

Response: The customer wanted to know how much the Postal Service would save by discontinuing the Plover Post Office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates around \$11,734 annual savings with this change.

10. **Concern:** Customers wanted to know if consideration has been taken for the additional cost of sorting and delivery by another office.

Response: The customer wanted to know if consideration has been taken for the additional cost of sorting and delivery by another office. The cost of sorting the additional mail for an additional 34 boxes is very minimal and will be absorbed into current workhours. The cost of delivery will be taken into consideration and will be part of the study.

11. **Concern:** Customers were concerned about a change of ZIP Code.

Response: There will be no change in town name or ZIP Code.

12. **Concern:** Customers were concerned about a possible address change.

Response: Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

13. **Concern:** Customers were concerned about having to travel to another Post Office for service.

Response: Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

14. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

15. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

16. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs which may mean delivery directly to a customer's residence. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

17. **Concern:** Customers were concerned about the level of security CBUs offer.

Response:

The customer questioned the security that cluster box units offer. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large locked mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.

18. **Concern:**

Customers were concerned that the Postal Service is violating US code by pursuing discontinuance of the Plover Post Office.

Response:

The customer questioned as to if the Postal Service was violating US Code by pursuing discontinuance of the Plover Post Office. United States Code states that the Postal Service cannot close an office solely because an office is operating at a deficit. The Postal Service is investigating several small offices throughout the nation to determine if effective and regular service can be provided to the community by a more efficient alternate means.

19. **Concern:**

Customers wondered if mail would be delivered to their house.

Response:

Customers wondered if mail would be delivered to their house. Response to Concern You stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.

20. **Concern:**

Customers wondered if mail would be delivered to their house.

Response:

The customer stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.

21. **Concern:**

Customers questioned as to if the rural carrier could handle the extra workload.

Response:

Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee. The carrier will be paid extra for the extra load they will incur.

22. **Concern:**

Customers were concerned about a change of address

Response:

Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

23. **Concern:**

Customers were concerned about cluster box unit keys.

Response:

The customer will have sole responsibility for their cluster box unit key. There are no deposit fees associated with the CBU keys. Customers are encouraged to make several copies of the key. In the event a customer loses all the keys to their CBU unit, they will be required to pay a lock replacement fee.

24. **Concern:**

Customers were concerned about mail security of the CBUs.

Response:

Cluster Box units are individually locked units that only the customer and the carrier will have access to. The parcel lockers that are also on the cluster box units are locked as well and is only accessible to the customer whose item is in the locker and the rural carrier.

25. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

26. **Concern:**

Customers were concerned about their address not being recognized once they switch to their 911 address.

Response:

If delivery is not completed at a particular address, the address may not be in our database. If the office is discontinued, the new addresses that people will switch to will be added to the database and will be recognized as valid addresses.

27. **Concern:**

Customers were concerned about where the CBU units would be located.

Response:

The Postal Service strives to find a location that is safe for the customers and the carrier. The Postal Service will search for a public location and will work with the community to find that location.

28. **Concern:**

Customers were concerned because they cannot pay the carrier with a check.

Response:

Customers may make payments to the carrier with cash. Customers are also encourage to use www.usps.com for their postal needs as well.

29. **Concern:**

Customers were concerned that the Postal Service is catering to the larger cities by offering more alternatives such as Contract Postal Unit.

Response:

The Postal Service is responding the demands of the nation as a whole. The public is asking that Postal Services be convenient and easy to access. As a result, Postal Services are being offered where people want them; grocery stores, www.usps.com, 24 access through Automated Postal Centers to name a few. The Postal Service is offering the Contract Postal Units in higher population areas where the demand makes it feasible for a contractor to provide those services in their business.

30. **Concern:**

Customers were concerned that the Postal Service is violating the law that states that an office cannot be closed due solely for economic reasons.

Response:

United States Code states that the Postal Service cannot close an office solely because an office is operating at a deficit. The Postal Service is investigating several small office throughout the nation to determine if effective and regular service can be provided to the community by a more efficient alternate means.

31. **Concern:**

Customers wondered if the landlord has been notified about the study.

Response:

The landlord has not been notified for no action to the lease has been determined. The current lease agreement has a 30 day termination clause which will allow the Postal Service to cancel the lease at anytime for any reason with a 30 day notice notification to the landlord.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Plover is an incorporated community located in POCAHONTAS County. The community is administered politically by Mayor and Council. Police protection is provided by the Pocahontas County Sheriff. Fire protection is provided by the Plover Fire Department. The community is comprised of Retirees, Self employed, Commuters, and handicapped, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Hope Methodist Church, Plover Library, Plover City Hall, Plover Fire Department, Wirtz Recycling, Winger Implement, Outlaw Computer parts, Powhatan II Publishing, Bush Well Co., Pro Coop, Eberle Auctioneering, Jergens Racing, Studer Cycle Shop, Wasko Wagons, Gonnerman Construction and Christiansen Trucking are located in the community. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Plover Post Office will be available at the Pocahontas Post Office. Government forms normally provided by the Post Office will also be available at the Pocahontas Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers expressed concern for loss of community identity. |
| Response: | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses. |
| 2. Concern: | Customers were concerned about the loss of a gathering place and an information center. |
| Response: | Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town. |
| 3. Concern: | Customers expressed concern for loss of community identity |
| Response: | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 4. Concern: | Customers were concerned about the loss of a meeting place and informational center. |
| Response: | Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on March 29, 1997. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 11,734 with a breakdown as follows:

Postmaster Salary (EAS-53, No COLA)	\$ 9,275
Fringe Benefits @ 33.5%	\$ 3,107
Annual Lease Costs	<u>+ \$ 2,340</u>
Total Annual Costs	\$ 14,722
Less Annual Cost of Replacement Service	<u>- \$ 2,988</u>
Total Annual Savings	<u>\$ 11,734</u>

A one-time expense of \$ 1500 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Plover, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Pocahontas Post Office, located 13 miles away. Service may be provided to cluster box units (CBUs).

The postmaster was promoted on March 29, 1997. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Plover Post Office provided delivery and retail service to 34 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged five. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$11,734 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Plover Post Office, Havelock Post Office and Pocahontas Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



RORY SULLIVAN
Manager, Post Office Operations

07/29/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 05/05/2011																								
2. Post Office Name FLOWER		3. State and ZIP + 4 Code IA, 50573-9200																										
4. District Customer Service HAWKEYE POC	5. Area Customer Service WESTERN	6. County POCAHONTAS	7. Congressional District IA-06																									
8. Reason for Proposal to Discontinue (Study for discontinuance based on declining volume, declining workload, revenue and the ability of the Postal Service to provide effective and regular service by an alternate means.)		9. PO Emergency Suspension Reason and Date No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 03/29/1987 b. <input checked="" type="checkbox"/> CMC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (154) EAS-53 Downgraded from EAS-53 d. No. of Clerks- 0 No. of Career- 0 No. of Non-Career- 0 e. No. of Others- 0 No. of Career- 0 No. of Non-Career- 2		a. Total M-F 9:00-11:30 Sat 9:00-11:00 Total Window Hours Per Week b. Lobby Time M-F 9:00-11:30 Sat 9:00-11:00 14.50																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 34 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 34 g. No. Receiving Duplicate Service 1 h. Average No. Daily Transactions 5.50		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>62</td> <td>24</td> </tr> <tr> <td>b. Newspaper</td> <td>28</td> <td>1</td> </tr> <tr> <td>c. Parcel</td> <td>0</td> <td>1</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>0</td> </tr> <tr> <td>e. Total</td> <td>90</td> <td>26</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	62	24	b. Newspaper	28	1	c. Parcel	0	1	d. Other	0	0	e. Total	90	26	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	62	24																										
b. Newspaper	28	1																										
c. Parcel	0	1																										
d. Other	0	0																										
e. Total	90	26																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
Finances & FY 2008 2009 2010		Receipts \$ 20,275 \$ 18,900 \$ 18,224	b. EAS Step 1 PM Basic Salary (no Cole) \$ 6275	c. PM Fringe Benefits (33.8% of b.) \$3,107																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (If Leased, Enter Date 05/05/2011) Annual Lease \$ 2340																												
30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes, must vacate by)																												
Located in <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain																												
17. Schools, Churches and Organization in Service Area No. 4 Hope Methodist Church, Flower Library, Flower City Hall, Flower Fire Department.		19. Administrative/Emulating Office (Proposed) Name: POCAHONTAS EAS Level 18 Miles Away 13.0 Window Service Hours M-F 8:00-12:30 SAT None Lobby Hours M-F 9:00-12:45 SAT 24 hours PO Boxes Available 125																										
18. Businesses in Service Area No. 12 Witz Recycling, Winger Implement, Outlaw Computer parts, Powhatan II Publishing, Bush Well Co., Pro Coop, Elsie Auto Center, Jergens Racing, Sluder Cycle Shop, Vasek's Wagons, Gonsenman Construction and Christiansen Trucking are located in the community.		20. Nearest Post Office (if different from above) Name: HAWLOCK EAS Level 11 Miles Away 7.1 Window Service Hours M-F 8:00-12:30 SAT 7:45-9:45 Lobby Hours M-F 9:00-12:00 SAT 7:45-10:00 PO Boxes Available 100																										
21. Prepared by																												
Printed Name and Title SARA LINDAUER		Signature SARA LINDAUER		Telephone No. (AU) (319) 396-2902																								
PO Discontinuation Coordinator Name KAREN LENANE		Telephone No. (AU) (319) 396-2902		Location CEGAR RAPIDS, IOWA																								



10/04/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
PLOVER
Docket Number 1377842 - 50573

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script that reads "Gail M. Hendrix".

GAIL HENDRIX
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	PLOVER, IA, 50573-5000
EAS Level:	53
District:	HAWKEYE PFC
County:	POCAHONTAS
Congressional District:	IA-04
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	was promoted
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	34
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	34

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
03/29/1997	Postmaster vacancy occurred. Reason: was promoted
	ORC: Career: 0 Noncareer: 2 Other Employees: 2
04/30/2011	District manager authorization to study.
	Questionnaires sent to customers. Number sent: 35. Number Returned: 15
05/24/2011	Analysis: Favorable: 2 Unfavorable: 8 No Opinion: 5
	Petition received. Number of signatures: 0
	Concerns expressed:
	Congressional inquiry received: No
	Concerns expressed:
07/19/2011	Proposal and checklist sent to district for review.
07/18/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
07/19/2011	Proposal and invitation for comments posted and round-dated.
10/04/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable: 0 Unfavorable: 1 No Opinion: 0 1
None	Premature PRC appeal received.
	Concerns expressed:
06/06/2011	Updated PS Form 4920 completed (if necessary).
10/12/2011	Certification of the official record.
10/12/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
10/12/2011	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
11/07/2011	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal.
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No. Effective date:

Review Coordinator/person most familiar with the case:

KAREN LENANE Name/Title	(318) 399-2902 Telephone Number
KAREN LENANE District Post Office Review Coordinator	(318) 399-2902 Telephone Number



10/12/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Plover Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Rory Sullivan Manager Post Office Operations.

A handwritten signature in dark ink, appearing to read "W. Herrmann".

WILLIAM HERRMANN
DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1377842.pdf>)

Headquarters acknowledgment of receipt of official record (optional)

Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the PLOVER was received by 10/12/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO.

1377842-50573

ITEM NO.

47

PAGE

1

Date of Posting: 11/07/2011

Date of Removal: 12/09/2011

FINAL DETERMINATION TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377842 - 50573

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Plover, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Pocahontas Post Office, located 13 miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on March 29, 1997. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study for discontinuance based on declining volume, declining workload, revenue and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Plover Post Office, an EAS-53 level, provides service from 9:00-11:30 Monday - Friday, 9:00-11:00 Saturday and lobby hours of 9:00-11:30 on Monday - Friday and 9:00-11:00 on Saturday to 34 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged five transaction(s) accounting for six minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$20,278 (53 revenue units) in FY 2008; \$18,900 (49 revenue units) in FY 2009; and \$18,224 (48 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 08, 2011, representatives from the Postal Service were available at Hope United Methodist Church to answer questions and provide information to customers. 19 customer(s) attended the meeting.

On May 24, 2011, 35 questionnaires were distributed to delivery customers of the Plover Post Office. Questionnaires were also available over the counter for retail customers at the Plover Post Office. 15 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 8 unfavorable, and 5 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the Pocahontas Post Office, an EAS-18 level office. Window service hours at the Pocahontas Post Office are from 8:00-16:30, Monday through Friday, and none on Saturday. There are 125 post office boxes available.

Retail service is also available at the Havelock Post Office an EAS-11 level office, located seven miles away. Window service hours at Havelock Post Office are from 7:30-11:30 13:00-17:00, Monday through Friday and 7:45-9:45 on Saturday. There are 100 post office boxes available for rent.

The proposal to close the Plover Post Office was posted with an invitation for comment at the Plover Post Office, Havelock Post Office and Pocahontas Post Office from July 29, 2011 to September 29, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box; if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

2. **Concern:**

Customers asked if the extra miles that the carrier would travel would be taken into consideration.

Response:

The customer asked if the extra miles that the carrier would travel would be taken into consideration. If the Plover Post Office is discontinued, steps will be taken to ensure that there are minimal if any miles added to the route.

3. **Concern:**

Customers asked what will happen to the PO Box and window unit at the Post Office.

Response:

The customer inquired as to what will happen to the PO Boxes and window unit. The Postal Service will first determine if the equipment can be used or can potentially be used in another office. If not, the Postal Service may sell the equipment to outside parties through silent bids.

4. Concern:

Customers expressed that if a situation has been tolerated for a long time, it is not reason to suspend service.

Response:

The customer expressed that if a situation has been tolerated for a long time, it is not reason to suspend services. The Postal Service is not seeking to emergency suspend services of the Plover Post Office. The Postal Service is seeking to discontinue the Plover Post Office. There are different guidelines that are followed when an office is emergency suspended apposed to a study for discontinuance. The regulation states that if a situation has been tolerated for a long time, it is probably not grounds to emergency suspend an office. This does not apply for studies for discontinuance.

5. Concern:

Customers inquired about mailbox installation and maintenance.

Response:

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Location is yet to be determined. The cost of the cluster box unit is estimated to be around \$1500 which is a one time expense.

6. Concern:

Customers questioned how much research is done on discontinuing Post Offices.

Response:

The customer asked how much research is done on discontinuing Post Office. The Post Office has a nationwide process for studying offices for discontinuance. Information such as revenue, volume, growth, community questions and concerns, and community background are all part of the study. If you wish to see the information that is gathered, the proposal to discontinue the Plover Post Office is expected to be posted at the Plover, Pochahontas, and Havelock Post Offices within the next couple of weeks.

7. Concern:

Customers thought that closing the Plover Post Office would not save the Postal Service.

Response:

The customer thought that closing the Plover Post Office would not save the Postal Service. With the loss of 32 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of 32 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.

8. Concern:

Customers thought the Postal Service wasn't doing enough to cut expenses. Response:

Response:

The customer questioned the economic savings of discontinuing the Plover Post Office. With the loss of 32 million dollars a day, the Postal Service is aggressively seeking means to reduce expenses. The Postal Service has successfully reduced expenses by 12 billion dollars over the past 4 years, reduced the workforce by 34% since 2000, and has been studying mail processing facilities and stations for discontinuance. The Postal Service has been able to achieve this without lay offs and meeting record levels of service. However, these expense saving measures have not been enough to slow the loss of 32 million a day. As a result, every level within the Postal Service is being evaluated to see if there is a means of performing the service in a more cost effective manner. Rural delivery to the Plover community is a means of providing effective and regular service in a more cost effective manner.

9. **Concern:** Customers wanted to know how much the Postal Service would save by discontinuing the Plover Post Office.
- Response:** The customer wanted to know how much the Postal Service would save by discontinuing the Plover Post Office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates around \$11,734 annual savings with this change.
10. **Concern:** Customers wanted to know if consideration has been taken for the additional cost of sorting and delivery by another office.
- Response:** The customer wanted to know if consideration has been taken for the additional cost of sorting and delivery by another office. The cost of sorting the additional mail for an additional 34 boxes is very minimal and will be absorbed into current workhours. The cost of delivery will be taken into consideration and will be part of the study.
11. **Concern:** Customers were concerned about a change of ZIP Code.
- Response:** There will be no change in town name or ZIP Code.
12. **Concern:** Customers were concerned about a possible address change.
- Response:** Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
13. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
14. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.
- Response:** If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
15. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
16. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs which may mean delivery directly to a customer's residence. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

17. **Concern:** Customers were concerned about the level of security CBU's offer.
- Response:** The customer questioned the security that cluster box units offer. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large locked mail compartments capable of holding more varied mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145 humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.
18. **Concern:** Customers were concerned that the Postal Service is violating US code by pursuing discontinuance of the Plover Post Office.
- Response:** The customer questioned as to if the Postal Service was violating US Code by pursuing discontinuance of the Plover Post Office. United States Code states that the Postal Service cannot close an office solely because an office is operating at a deficit. The Postal Service is investigating several small offices throughout the nation to determine if effective and regular service can be provided to the community by a more efficient alternate means.
19. **Concern:** Customers wondered if mail would be delivered to their house.
- Response:** Customers wondered if mail would be delivered to their house. Response to Concern You stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.
20. **Concern:** Customers wondered if mail would be delivered to their house.
- Response:** The customer stated on the questionnaire that you wanted home delivery if the Plover Post Office is discontinued. The mode of delivery has yet to be determined. However, in order to maintain Plover, IA 50573 in addresses, cluster box unit delivery may be required.
21. **Concern:** Customers questioned as to if the rural carrier could handle the extra workload.
- Response:** Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee. The carrier will be paid extra for the extra load they will incur.
22. **Concern:** Customers were concerned about a change of address.
- Response:** Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
23. **Concern:** Customers were concerned about cluster box unit keys.
- Response:** The customer will have sole responsibility for their cluster box unit key. There are no deposit fees associated with the CBU keys. Customers are encouraged to make several copies of the key. In the event a customer loses all the keys to their CBU unit, they will be required to pay a lock replacement fee.
24. **Concern:** Customers were concerned about mail security of the CBUs.
- Response:** Cluster Box units are individually locked units that only the customer and the carrier will have access to. The parcel lockers that are also on the cluster box units are locked as well and is only accessible to the customer whose item is in the locker and the rural carrier.
25. **Concern:** Customers were concerned about obtaining services from the carrier.

Response:

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

26. **Concern:**

Customers were concerned about their address not being recognized once they switch to their 911 address.

Response:

If delivery is not completed at a particular address, the address may not be in our database. If the office is discontinued, the new addresses that people will switch to will be added to the database and will be recognized as valid addresses.

27. **Concern:**

Customers were concerned about where the CBU units would be located.

Response:

The Postal Service strives to find a location that is safe for the customers and the carrier. The Postal Service will search for a public location and will work with the community to find that location.

28. **Concern:**

Customers were concerned because they cannot pay the carrier with a check.

Response:

Customers may make payments to the carrier with cash. Customers are also encourage to use www.usps.com for their postal needs as well.

29. **Concern:**

Customers were concerned that the Postal Service is catering to the larger cities by offering more alternatives such as Contract Postal Unit.

Response:

The Postal Service is responding the demands of the nation as a whole. The public is asking that Postal Services be convenient and easy to access. As a result, Postal Services are being offered where people want them: grocery stores, www.usps.com, 24 access through Automated Postal Centers to name a few. The Postal Service is offering the Contract Postal Units in higher population areas where the demand makes it feasible for a contractor to provide those services in their business.

30. **Concern:** Customers were concerned that the Postal Service is violating the law that states that an office cannot be closed due solely for economic reasons.
- Response:** United States Code states that the Postal Service cannot close an office solely because an office is operating at a deficit. The Postal Service is investigating several small office throughout the nation to determine if effective and regular service can be provided to the community by a more efficient alternate means.
31. **Concern:** Customers wondered if the landlord has been notified about the study.
- Response:** The landlord has not been notified for no action to the lease has been determined. The current lease agreement has a 30 day termination clause which will allow the Postal Service to cancel the lease at anytime for any reason with a 30 day notice notification to the landlord.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Plover is an incorporated community located in POCAHONTAS County. The community is administered politically by Mayor and Council. Police protection is provided by the Pocahontas County Sheriff. Fire protection is provided by the Plover Fire Department. The community is comprised of Retirees, Self employed, Commuters, and handicapped, and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Hope Methodist Church; Plover Library, Plover City Hall, Plover Fire Department, Wirtz Recycling, Winger Implement, Outlaw Computer parts, Powhatan II Publishing, Bush Well Co., Pro Coop, Eberle Auctioneering, Jergens Racing, Studer Cycle Shop, Wasko Wagons, Gonneman Construction and Christiansen Trucking are located in the community. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Plover Post Office will be available at the Pocahontas Post Office. Government forms normally provided by the Post Office will also be available at the Pocahontas Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry.

1. **Concern:** Customers expressed concern for loss of community identity.
- Response:** A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
2. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

3. **Concern:**

Customers expressed concern for loss of community identity

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. **Concern:**

Customers were concerned about the loss of a meeting place and informational center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on March 29, 1997. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 11,734 with a breakdown as follows:

Postmaster Salary (EAS-53, No COLA)	\$ 9,275
Fringe Benefits @ 33.5%	\$ 3,107
Annual Lease Costs	<u>+ \$ 2,340</u>
Total Annual Costs	\$ 14,722
Less Annual Cost of Replacement Service	<u>- \$ 2,988</u>
Total Annual Savings	<u>\$ 11,734</u>

A one-time expense of \$ 1500 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

1377842-50373
47
9

VI. SUMMARY

This is the final determination to close the Plover, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Pocahontas Post Office, located 13 miles away. Service will be provided to cluster box units (CBUs).

The postmaster was promoted on March 29, 1997. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Plover Post Office provided delivery and retail service to 34 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged five. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$11,734 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Plover Post Office, Havelock Post Office and Pocahontas Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Plover Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Plover Post Office, Havelock Post Office and Pocahontas Post Office during normal office hours.



Dean J. Granholm
Vice President of Delivery and Post Office Operations

10/24/2011

Date



11/07/2011

OFFICER-IN-CHARGE/POSTMASTER
Plover Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Plover Post Office Final Determination
Docket No. 1377842 - 50573

Please post in the lobby the enclosed final determination to close the Plover Post Office. The final determination must be posted in a prominent place from 11/07/2011 through close of business on 12/09/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 12/10/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (319) 399-2902.

Sincerely,


KAREN LENANE
POST OFFICE REVIEW COORDINATOR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:
Final Determination Official Record



Date of Posting: 11/07/2011

Date of Removal: 12/09/2011

FINAL DETERMINATION TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377842 - 50573



Date of Posting: 11/07/2011

Date of Removal: 12/09/2011

FINAL DETERMINATION TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377842 - 50573



Date of Posting: 11/07/2011

Date of Removal: 12/09/2011

FINAL DETERMINATION TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377842 - 50573



Date of Posting: 11/07/2011

Date of Removal: 12/09/2011

FINAL DETERMINATION TO CLOSE
THE PLOVER, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1377842 - 50573



10/24/2011

DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- PLOVER

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is received. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

Thank you for your assistance.

A handwritten signature in blue ink, appearing to read "Dean J. Granholm".

Dean J. Granholm
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:
Vice President, Area Operations, WESTERN Area